

# BOOKING TERMS AND CONDITIONS

These are the Terms and Conditions that will apply to your booking. Please read them carefully as you will be bound by them.

## 1. BOOKING / NON-REFUNDABLE DEPOSIT

You must pay us a non-refundable deposit of the amount stated in the Tour Description (the "Deposit") at the time of booking. The Deposit is to be paid when the on-line booking form is filled up and submitted to us. If you are making a booking for a Tour which is scheduled to start in 4 weeks, you must pay us the full amount of the Tour Price.

## 2. CONFIRMATION OF BOOKING

Our receipt of the Deposit and the completed booking form does not mean that your booking is confirmed and accepted. It is only confirmed and accepted when we give you a written confirmation. This written confirmation will also contain details on regarding the payment of the balance of the Tour Price. However, if your booking is not accepted by us, we will refund the Deposit which you have paid to us.

## 3. FINAL PAYMENT SCHEDULE

If the balance of the Tour Price is not paid by the date specified in the written confirmation referred to in Clause 2, your booking is deemed to be cancelled and we shall forfeit the Deposit.

## 4. PRICES

We conduct various Tours from time to time. The price of each Tour will be specified on our website ("Tour Price"). However, sometimes, due to external factors beyond our control (e.g. increase in transport costs or food costs or tour leader's fees or instructors' fees or currency fluctuations), the Tour Price may increase even after you have booked for our Tours. Should there be any increase in the Tour Price after you have placed your booking with us, we will notify you of the increase. You have the option of either accepting the change in price or withdraw from the Tour. Should you withdraw from the Tour, we will refund the Deposit to you.

## 5. ROOM ACCOMODATION

Unless otherwise stated, you will be allocated a twin room for twin occupancy. A limited number of single rooms are available at extra cost on a first come, first served basis, and we cannot guarantee its availability.

## 6. AIRFARE AND TRANSFER COSTS

The Tour Price does not include the airfare and other transfer costs and arrangements. You are responsible for your own flight booking and the adverse consequences of flight cancellations and delay. However, if it is specified in the Tour Description that airport/hotel transfers are included in the Tour Price, such transfers are only included when the participants travel on the flights specified by us. Participants arriving or departing on different flights will be responsible for their own transfer costs and arrangements.

## 7. CANCELLATION CHARGES IF YOU CANCEL

If you wish to cancel your booking, the following cancellation charges are applicable and payable to us:

- Cancellation 4 weeks or more before Departure/Starting date of Tour as stated in Booking Form: Forfeiture of the Deposit
- Cancellation 4 weeks before Departure/Starting date of Tour as stated in Booking Form: 100% of Tour Price

## 8. CANCELLATION BY US

Each Tour that we plan to conduct provides for a minimum number of 10 participants before the Tour can proceed. If the minimum number of participants is not met, we will cancel the Tour.

We also reserve the right to cancel any Tour for any other reason.

However, rest assured that we will not cancel a Tour less than 4 weeks before Departure/Starting date of Tour as stated in Booking Form except for Force Majeure, unusual or unforeseen circumstances beyond or outside our control.

If we cancel a Tour, you can either:

- Take a substitute Tour if we are able and willing to offer one. If the substitute Tour is lower in price to the one you had originally booked, we will pay you the difference in price. If the substitute Tour is higher in price, you must pay us the difference in price;

OR

- Obtain from us a full refund of all monies you have paid to us We are not responsible in any event for any expenses or losses that you may have incurred as a result of our cancellation such as visa, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment, etc.

## 9. FLEXIBILITY

You understand and acknowledge the nature of a Tour requires considerable flexibility and should allow for reasonable alterations by the Company. You agree that the route, schedules, itineraries, amenities, mode of transport and other details listed in the Tour Description may be altered by the Company without prior notice due to local circumstances or events and any other reason whatsoever.

#### 10. TRAVEL INSURANCE

You must obtain travel insurance with a minimum medical coverage of SGD 250,000 covering the Tour duration and this insurance must cover personal injury and emergency medical expenses. If requested by us, you must be able to provide proof of Insurance purchase and adequate coverage of the required amount. You are strongly recommended to obtain insurance coverage for any loss, damage and expense arising from, including but not limited to Tour cancellation, lost baggage or personal effects and flight cancellation. We are not liable to you for such loss, damage and expense. We are also not liable to you for any loss or additional expenses incurred by you caused by any delay or interruption to the travel services due to weather, civil disturbance, industrial action, strikes, wars, floods or illness.

#### 11. TRAVEL DOCUMENTS

It is your responsibility to obtain, prior to departure, the necessary travel documents including a valid passport required for entry, departure and travel through each destination point in the Tour, and all visa, permits and certificates (including medical certificates) required for the whole of the journey. You are solely responsible for any adverse consequences resulting from missing or defective documentation. Any information or advice given by us regarding visas, vaccinations, climate, clothing, baggage, special equipment, etc. is given in good faith but without responsibility on our part.

#### 12. SPECIAL REQUESTS

If you have any special requests including dietary restrictions, you should inform us of these at the time of the booking. We will advise the relevant supplier of your special requests, but we are not liable to you if these requests are not met.

#### 13. CLAIMS AND COMPLAINTS

Should you have a complaint during the course of the Tour, you must raise this complaint to the Tour leader at the earliest opportunity to allow him or her to address your complaint. If you fail to indicate your dissatisfaction during the Tour, your ability to claim compensation against us will be extinguished or reduced.

#### 14. SUPPLIERS AND INDEPENDENT CONTRACTORS

The Tour will be conducted by Tour Leaders or Instructors which are not our employees. While we will endeavour to appoint reputable and competent Tour Leaders or instructors, we are not liable for the acts and omissions of these independent Tour Leaders or instructors which may result in loss, damage and expense to you.

#### 15. APPLICABLE LAW

The Contract and these Terms and Conditions are subject to Singapore law and the exclusive jurisdiction of the Singapore Courts.

#### 16. IMAGES AND MARKETING

During the Tour images, photos and/or videos may be taken by our employees and/or other Tour participants that may contain you in part or in whole. You agree and understand that these images, photos and/videos may be reproduced by us in any medium for promotion and publicity purposes.

#### 17. ENTIRE AGREEMENT

These terms and conditions constitute the entire agreement between you and us, relating to the subject matter herein. There is no verbal or written representation, warranty, prior agreement other than as expressed herein.